

FIG. 1

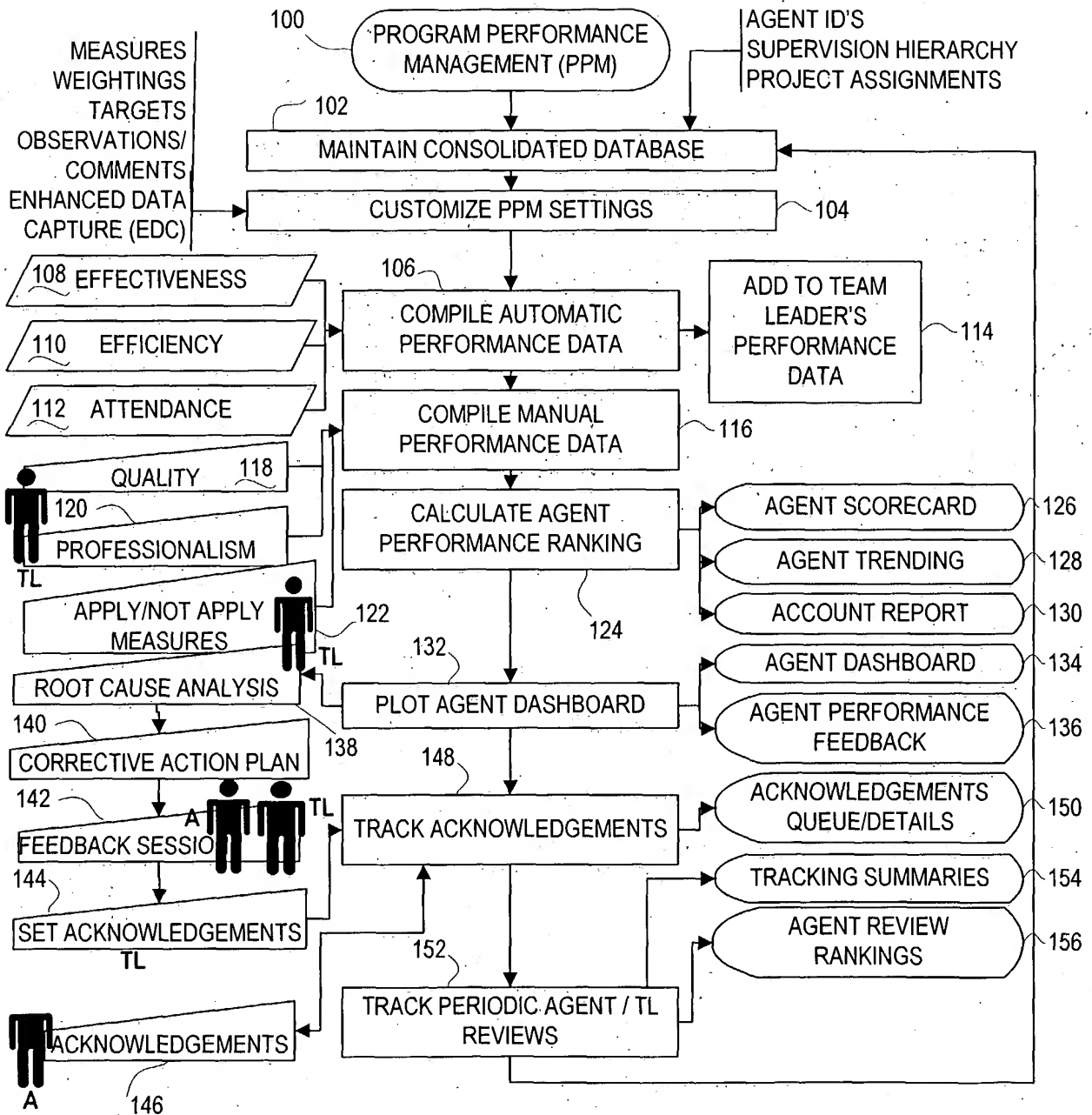


FIG. 2

EMPLOYEE SCORECARD											
PROJECT:	<input type="text"/> WIDGETS		<input checked="" type="checkbox"/>		TYPE: AGENT		<input checked="" type="checkbox"/>				
SUPERVISOR:	<input type="text"/> J.M. BOSS		<input checked="" type="checkbox"/>								
START DATE:	<input type="text"/> 07/01/20XX		<input checked="" type="checkbox"/>		FINISH DATE:		<input type="text"/> 07/31/20XX		<input checked="" type="checkbox"/>		
				SEARCH							
				SAVE							
				CANCEL							

DETAIL EMPLOYEE:						SHOW APPLY TYPES:				PENDING X REFRESH			
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
PERIOD	SCORECARD	MEASURE	SCORE	GRADE	APPLY	COM							
7/31/20XX	ACME WIDGET, REDTOWN	ABSENCES	0	4	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	TARDIES	0	4	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	QUALITY OBSERVATIONS	100.00	5	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	PROFESSIONALISM OBSEV	97.00	5	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	ATT (SECONDS)	156.57	3	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	AVERAGE ACW (SECONDS)	4.69	5	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	PPM INBOUND AHT (SEC.)	279.38	3	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	STAFFED TO HP% (PERC.)	99.23	5	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	AGENT PRODUCTIVITY (%)	89.53	3	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	SCHEDULE ADHERENCE (%)	83.64	3	YES V	COM							
7/31/20XX	ACME WIDGET, REDTOWN	MISC. AUX (MINUTES)	107.45	3	YES V	COM							

REMOVE SCORECARD FOR THIS EMPLOYEE		ADD ALTERNATE PROJECT MEASURES		RESTORE SCORECARD FOR THIS EMPLOYEE	
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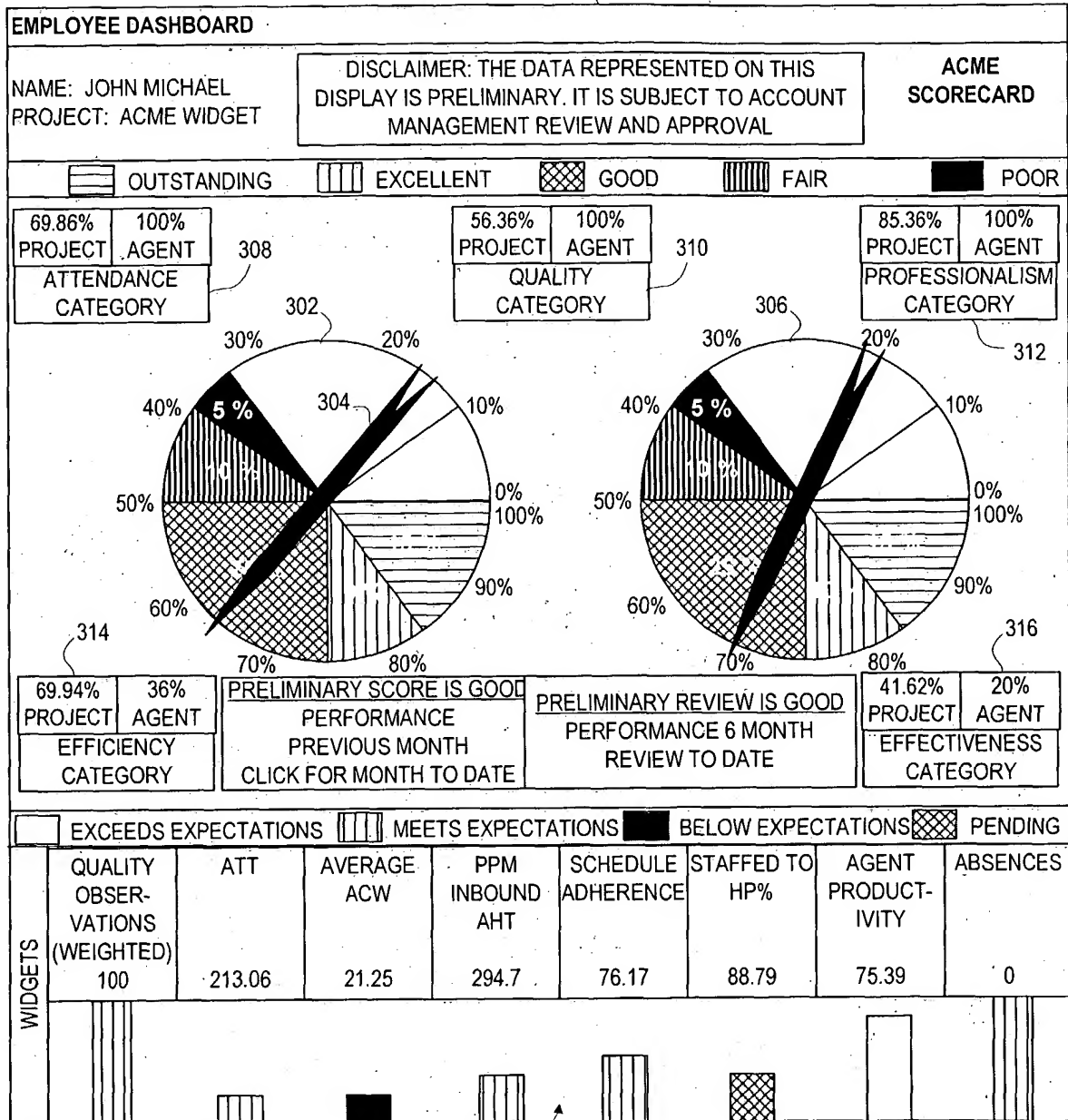


FIG. 4

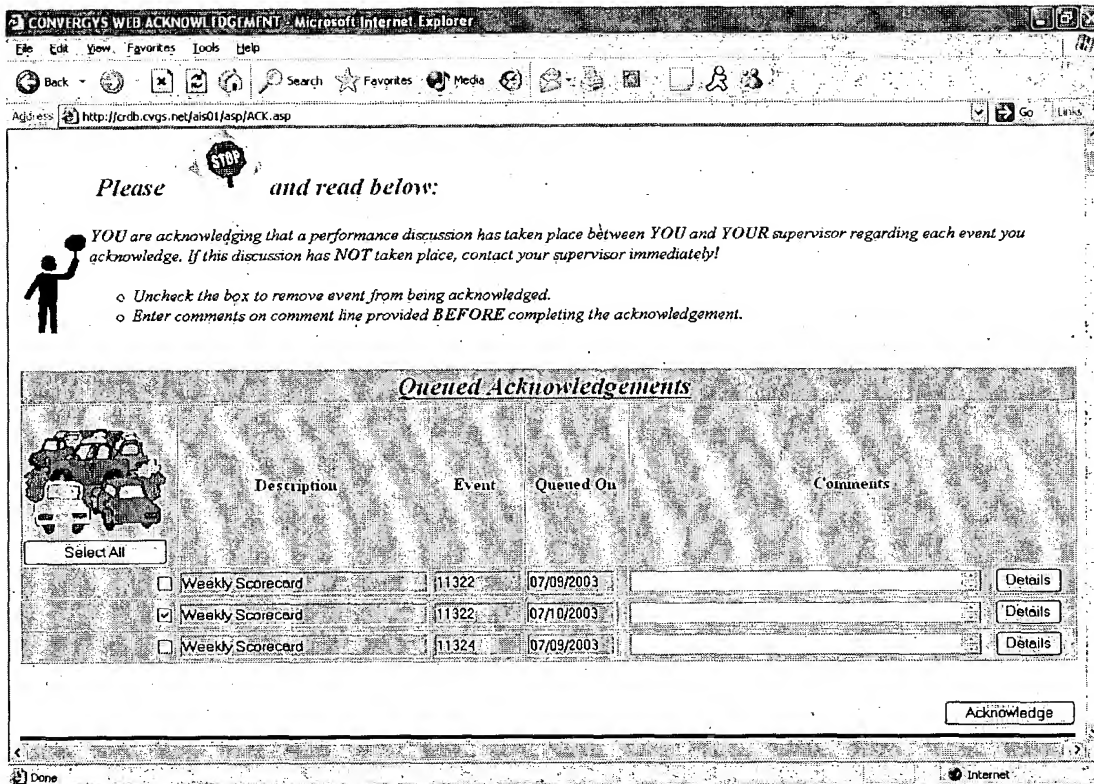


FIG. 5

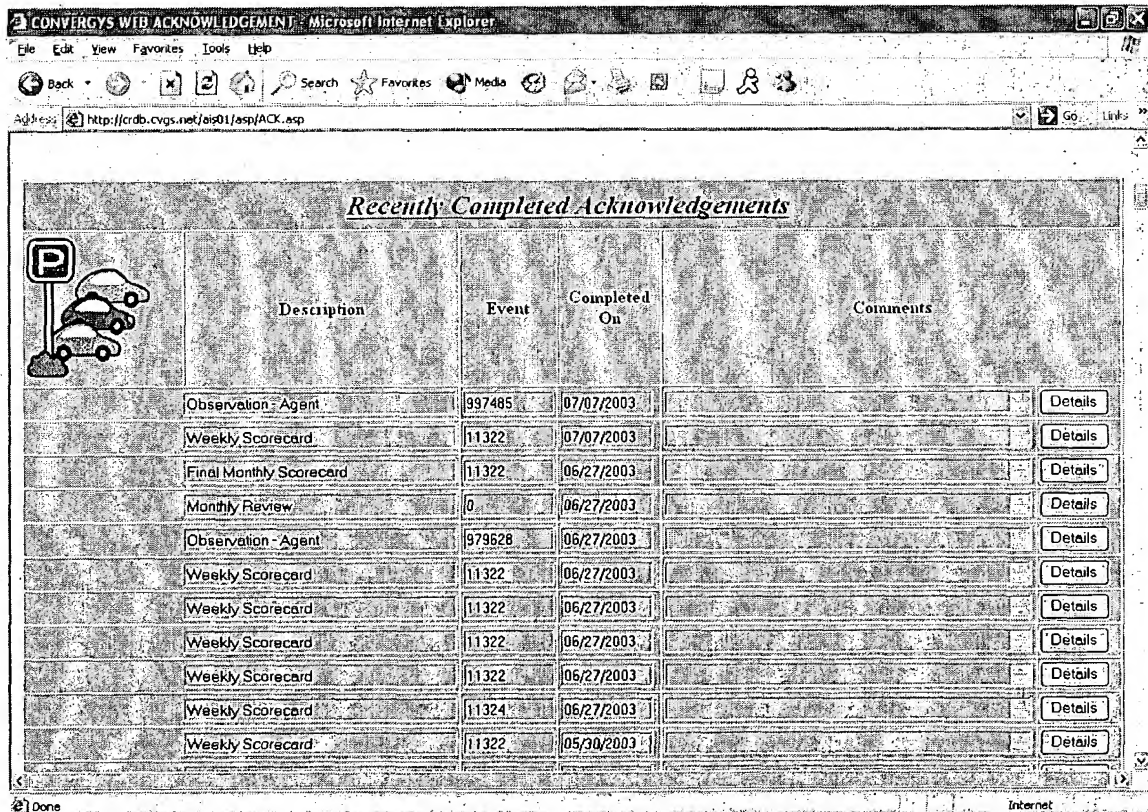



FIG. 6

ACKNOWLEDGEMENT DETAIL - Microsoft Internet Explorer

Acknowledged What:	1614-Weekly Scorecard
Acknowledged Event:	11322
Created By:	METREX-MANAGER
Created On:	07/09/2003
Queued By:	
Queued On:	07/10/2003
Modified By:	
Comments:	

 ScoreCard Details

Date	Description	Measure Description	Measure Group	Points Rcvd	Points Poss	Score	Grade	Comm
7/5/2003		Digital Solutions - Absences	Attendance	5	5	0 Absences	5	
7/5/2003		Digital Solutions - Tardies	Attendance	5	5	0 Tardies	5	
7/5/2003		Custom Effic - Nortel	Effectiveness	6	10	97.29 Percent	3	
7/5/2003		Schedule Adherence	Effectiveness	6	10	90.65 Percent	3	
7/5/2003		AHT - Nortel Inbound	Efficiency	6	15	534.29 Seconds	2	
7/5/2003		Avg Not Ready % - Nortel	Efficiency	9	15	10.95 Percent	3	
7/5/2003		Advisor - Quality Score	Quality	11.7	19.5	96.88 Percent	3	

FIG. 7

Employee Performance Feedback Sheet

Employee: A
 Supervisor: B
 Month Of: June, 2003
 Tenure: 7 Years and 93 Days
 Project: BA
 Scorecard: BA

Point Value	Scale	Grade	Week 1 6/1-6/7	Week 2 6/8-6/14	Week 3 6/15-6/21	Week 4 6/22-6/28	Week 5 6/29-6/30	MTD Score	Points Received
5	= 0 AND = 0	5							
4	= 0 AND = 0	4							
3	= 1 AND = 1	3							
2	= 2 AND = 2	2							
0	>= 3 AND >= 3	1	0.00	0.00	0.00	0.00	0.00	0	5
Comments {									
5	= 0 AND = 0	5							
4	= 0 AND = 0	4							
3	= 1 OR = 1	3							
2	= 2 OR = 3	2							
0	>= 4 AND >= 4	1	0.00	0.00	0.00	0.00	0.00	0	5
Comments {									
10	>= 95.5 AND <= 100	5							
8	>= 99 AND < 99.5	4							
6	>= 97 AND < 99	3							
4	> 100 OR < 97	2							
0	>= 0 AND < 95	1	99.80	100.00	91.15	99.90	99.86	99.31	8
Comments {									
10	>= 95 AND <= 100	5							
8	>= 92 AND < 95	4							
6	>= 88 AND < 92	3							
4	>= 86 AND < 88	2							
0	>= 0 AND < 86	1	82.10	85.32	86.31	91.71	84.76	86.27	4
Comments {									

FIG. 8

Queue [X]

Save Queue Close

Project: Supervisor: Agent:

Pending Acknowledgements

Description	Event	Created
1614 - Weekly Scorecard	11322	7/16/20
1615 - Final Monthly Scorecard	11322	7/10/20

View Event Details

Queue for Web

Description	Event	When
1614 - Weekly Scorecard	11322	7/10/20
1614 - Weekly Scorecard	11324	7/9/20
1614 - Weekly Scorecard	11322	7/9/20

View Queued Details View Event Details

FIG. 9

Scorecard Acknowledgement Event Details [X]

Date	Description	Measure Description	Measure Group	Points		Score	Grade
				Rec'd	Poss		
07/12/20		Digital Solutions - Absences	Attendance	5.00	5.00	0 Absences	5
Comments:							
07/12/20		Digital Solutions - Tardies	Attendance	5.00	5.00	0 Tardies	5
Comments:							
07/12/20		Custom Effic - Nortel	Effectiveness	4.00	10.00	95.32 Percent	2
Comments:							
07/12/20		Schedule Adherence	Effectiveness	10.00	10.00	95.76 Percent	5
Comments:							

Close

FIG. 10

Employee Review Rankings

From 6/1/2003 to 6/30/2003

Disclaimer: The data represented in this report is PRELIMINARY and it is subject to Account Management review and approval.

Project Code: BA

Review Type: Monthly

Agent	Supervisor	Score %	Rank	Rating
Gr	Br	87.00%	1	5
Kn	St	86.20%	2	5
Be	Ke	85.00%	3	5
Va	Ke	83.44%	4	5
Me	St	83.33%	5	5
Ni	St	83.00%	6	5
Nc	W	82.00%	7	5
He	Br	81.00%	8	4

FIG. 11

CRDB Reporting - [Daily Exclusion Screen]

File Reports Tools Window Help

Select

Project: [] Search

Supervisor: []

You are currently connected to Dev 1 - Salt Lake

Close

Employees

- ☐ ABC, Tom
- ☐ BCD, Alice
- ☐ CDE, Fred
- ☐ DEF, David
- ☐ EFG, Sarah
- ☐ FGH, Alex
- ☐ GHI, Terry
- ☐ HIJ, Kelly
- ☒ IJK, Bill
- ☐ JKL, Mary
- ☐ KLM, Wanda
- ☐ LMN, Dilbert
- ☐ MNO, Steven

Select All Employees

Scorecards

[]

Measures

PPM Inbound AHT

Select All Days In Month

June 20

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16		18	19	20		

Exclude From Selected Employees

Show Daily Measures

Ready

06/21/2002 15:56

FIG. 12

PPM Trending Report

June, 2003

Run Date: July 16, 2003 15:58:45

Parm Date: June 30.

BU	Site	Project/TL	Assigned		June Agent % Feedback Complete	Attendance		Quality		Professionalism		Efficiency		Effectiveness		Overall Rating							
			Agents to TL	Total for Project		May	Jun	+/- Change	May	Jun	+/- Change	May	Jun	+/- Change	May	Jun	+/- Change						
77																							
Bi			8		88.68	93.75	90.00	-4%	55.92	57.82	2%	100.00	97.50	-3%	50.00	52.75	4%	51.25	48.25	-5%	64.28	61.56	-3%
Bi			13		100.00	82.31	82.31	0%	49.23	53.85	5%	100.00	100.00	0%	59.23	60.00	1%	55.38	45.38	-10%	61.85	62.05	0%
Ke			13		98.21	72.31	70.77	-2%	59.69	59.46	0%	100.00	100.00	0%	62.31	61.54	-1%	54.62	53.85	-1%	64.75	63.59	-1%
St			13		100.00	78.46	76.15	-2%	62.64	49.92	-13%	100.00	98.46	-2%	59.23	60.00	1%	54.62	66.15	2%	67.30	63.67	-4%
Su			5		93.22	93.33	88.00	-5%	58.88	80.00	21%	100.00	100.00	0%	51.43	50.00	-1%	48.89	66.67	18%	67.60	72.61	5%
Wa			13		96.83	74.62	76.92	2%	58.23	50.85	-7%	0.00	100.00	100%	68.46	65.36	-3%	58.46	54.62	-4%	53.51	62.91	15%
With			12		91.67	80.63	84.17	3%	51.08	62.08	11%	100.00	100.00	0%	53.33	57.50	4%	50.83	48.33	-3%	59.58	63.96	4%

FIG. 13

Report Selection

Core ACD Activity - Avaya

Core ACD Activity - Nortel

Core Advisor Standard Reports

Core Advisor Tools

Core Agent Performance - Avaya

Agent - Daily

Agent - Weekly

Multi-Project Level Report

Project Level Report

Supervisor - Daily

Supervisor - Weekly

Core Agent Performance - Nortel

Core CMG APM Reports

Core CMG Digital Solutions Reports

Core CMG Headcount Reports

Core CRDB Agent Profile Reports

Core CRDB Agent Profile Tools

Core CRDB SME Tools

Core CRDB Usage Reports

Core IVR Standard - Conversant

Core Team Change Request

Core TKS Summary Reports

Account Report

From: 08/01/2002 To: 08/10/2002

Account Name:

Time in AUX Reason Code

AUX Totals	Not Defined	Misc	Preshift Meeting	Break	Team Lead	Prod Time	Coaching	Training	Media	Clerical	Other	
	33.54	19.49	00.00	3:17:50	00.00	00.00	1:37:22	00.00	00.00	00.00	00.00	00.00
	203.00	147.44	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00
	246.03	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.38
	708.18	32.37	00.00	00.00	00.00	00.00	19.33	00.00	00.00	00.00	00.00	00.00
	423.18	00.00	00.00	00.00	00.00	00.00	35.15	00.00	00.00	00.00	00.00	00.00
	251.07	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	31:05.40	00.00
	259.47	00.00	00.00	00.00	00.00	00.00	24.04	00.00	00.00	00.00	00.00	00.00
	242.08	00.00	00.00	16:12	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00
	119.36	00.00	00.00	00.00	00.00	14:08	08:29	00.00	00.00	00.00	00.00	00.00
	242.16	07.40	00.00	00.00	00.00	00.00	08:13	00.00	00.00	00.00	00.00	00.00
Total:	1134003	135153	90556	1922239	1428	2725	128627	4896	1923	1155604		

Averages	Average Calls per Hour	Average Talk Time with Hold	Average Talk Time w/o Hold	Average ACW Time	Average Hold Time	Average Wait Time	Average Call Handle with Hold	Average Call Handle w/o Hold	Average Ext-In Time	Average Ext-Out Time
11	02:59	02:45	00:56	01:03	01:30	05:42	02:55	02:34	00:13	00:16
7	02:53	02:31	00:02	01:39	05:42	05:37	08:07	07:45	00:00	00:00
4	04:23	04:01	03:44	01:29	01:25	01:45	05:08	04:54	00:00	01:25
9	04:02	03:49	01:05	01:25	01:45	01:45	03:38	03:29	00:00	00:48
10	03:17	03:08	00:21	00:43	00:03	02:17	03:47	03:43	00:00	00:23
4	03:36	03:32	00:12	00:48	01:50	01:50	02:33	02:27	00:01	00:42
14	02:25	02:19	00:08	00:40	01:18	01:37	03:54	03:42	00:00	01:12
4	03:39	03:27	00:15	00:13	01:41	01:26	02:39	02:37	00:00	00:15
13	02:57	02:45	00:09	00:13	01:26	01:44	02:59	02:55	00:00	00:26
15	02:25	02:23	00:14	00:18	01:26	01:44	02:15	02:12	00:19	00:16
17	02:05	02:02	00:10	00:16	01:20	01:44	02:15	02:12	00:00	00:49
11	03:10	02:60	00:14	00:59	02:15	02:15	03:24	03:14	00:00	00:48
13	02:36	02:30	00:09	00:58	01:54	01:54	02:46	02:39	00:00	00:48
10	03:37	03:31	00:14	01:19	02:03	02:03	03:51	03:45	00:00	00:37
16	01:35	01:27	00:12	00:49	01:53	01:53	01:47	01:39	00:00	00:30
4	03:34	03:12	00:04	01:23	01:16	01:16	03:38	03:15	00:53	01:11
10	03:54	03:38	00:04	01:26	01:56	01:56	03:58	03:43	00:00	01:20
13	02:33	02:23	00:09	01:04	01:50	01:50	02:43	02:32	00:00	00:44
7	04:23	04:09	02:17	01:10	02:14	02:14	05:40	05:26	00:00	01:16

FIG. 14

PPM Acknowledgement

Detail Report

From 6/1/2003 to 6/30/2003

Code	Project Description	Supervisor	Agent	Event #	Acknowledgement Type	Status	Acknowledged By
B/	Bε	Jε	Sc	979641	Observation - Agent	Closed	So
				11322	Weekly Scorecard	Closed	So
				11324	Weekly Scorecard	Closed	So
				11322	Final Monthly Scorecard	Closed	So
					Monthly Review	Closed	So
				11322	Weekly Scorecard	Closed	So
				11322	Weekly Scorecard	Closed	So
				11322	Weekly Scorecard	Closed	So
Subtotal				7			
Grand Total				7			

FIG. 15

PPM Acknowledgement
Summary Report by BU
From 6/1/2003 to 6/30/2003

BU	Acknowledgements		Completed Acknowledgements				Agent		
	Pending	Total	% Complete	SPC		TL			
				#	%	#	%		
AK	22,359	73,516	69.59%	1,114	1.52%	15	0.02%	50,028	68.0
EL	706	9,711	92.73%	5,472	56.35%	115	1.18%	3,418	35.2
SI	10,031	55,214	81.83%	4,115	7.45%	477	0.86%	40,591	73.5
VR	180	498	63.86%	33	6.63%	0	0.00%	285	57.2
BT	4,492	9,285	51.62%	341	3.67%	0	0.00%	4,452	47.9
SC	17,585	52,003	66.18%	4,725	9.09%	181	0.35%	29,512	56.7
Grand Total	55,353	200,227	72.35%	15,800	7.89%	788	0.39%	128,286	64.0

FIG. 16

Employee Reviews

Select

Project:

Employee:

Start Date: Finish Date:

☒ Monthly
☐ Semi-Annual
☐ Both

Detail

Group Id: 401 - Attendance	Review Type: Monthly	Review Date: 07/31/2001	Grade: 5.0	Rating: 0.25	Comments
Group Id: 401 - Attendance	Review Type: Monthly	Review Date: 07/31/2001	Grade: 5.0	Rating: 0.25	Comments
Group Id: 401 - Attendance	Review Type: Monthly	Review Date: 07/31/2001	Grade: 5.0	Rating: 0.25	Comments
Group Id: 401 - Attendance	Review Type: Monthly	Review Date: 07/31/2001	Grade: 5.0	Rating: 0.25	Comments

FIG. 17